



Positive Response

- Members & Locating Companies -

Locate Status Updates

After finding the desired locate request go to the Locate Status Tab (see Member Ticket Search)

1. To Edit/Update a Locate Status

- a. Press the Edit button near the top-right side of the page, This will enable the “Edit” column in the Member List (secondary Edit button at the bottom-right of the Member List is also available)
- b. Press the Edit link for your corresponding record, this will open the Status modification box

Home | Search engine | 2020080003 | Save Cancel

Ticket **Locate status**

Member name	Station code	Ticket status	Member contact	Closed date	Last update	Edit
DIG LINE, INC TEST MEMBER	DIG01	CLEARED / NO CONFLICT	CCAMPBELL@DIGLINE.COM	2020-02-17 12:00:00 AM	2020-02-17 3:37:09 PM	Edit
CITY OF BOISE PUBLIC WORKS	BOICTY01	CLEARED / NO CONFLICT	(208)-608-7204 ext.		2020-02-17 3:31:34 PM	Edit
CABLE ONE - BOISE/FLATLINE LOC	CBL101	CANCELLED	(208)-901-4096 ext.		2020-02-17 3:31:34 PM	Edit
CENTURYLINK/BOISE/SUMMIT UTILITY SVCS	QLNID001	CLEARED / NO CONFLICT	(800)-283-4237 ext.		2020-02-17 3:31:34 PM	Edit
IDAHO POWER CAPITAL/ELM	IDPCAPITAL	NOT COMPLETED	(888)-728-9343 ext.		2020-02-17 3:31:34 PM	Edit
SUEZ NORTH AMERICA (WATER)	UWI01	MARKED / COMPLETED	(208)-362-7378 ext.		2020-02-17 3:31:34 PM	Edit

Save Cancel

Status modification

Ticket #: 2020080003 Save Cancel

Member name: DIG LINE, INC TEST MEMBER

* Ticket status: **CLEARED / NO CONFLICT**

Closed date: 2-17-2020

Processed by: Julie

* Type: OTHER

Last update: 2020-02-17 3:37:09 PM

Locator:

Notes:
(max. 500 characters)
11 carriage returns max.

Save Cancel



- c. All Status modifications require that a Ticket Status be selected and the Utility “Type” to be entered (mandatory fields are marked with a red asterisk “*”)
- d. Select the appropriate Ticket Status from the dropdown list
 - i. Descriptions of available Status’s are shown under the Member List of every ticket in the Positive Response Statuses and Descriptions box
 - ii. “Locate Request Sent” is the default status for all Members currently participating via Digline’s Positive Response service
 - iii. “Not Available” is the default status for all Members who participate in positive response via alternate methods or do not participate in positive response altogether
 - iv. “Cancelled” and “Disabled” are for Digline use only
 - v. Depending on the status selected you may be required to provide more information
 - 1. “Marked/Complete” and “Cleared/No Conflict” both require the Closed Date field to be set
 - a. Closed Date is the date the locate was completed
 - 2. “Not Complete”, “Contact Utility” & “Unable to Locate” require a description or explanation be given in the Notes field
- e. The “Processed by” and “Locator” fields are available for use but are not mandatory
 - i. Recommended for use if multiple users have access to the same login credentials
- f. The “Last Update” field is a system auto-field that keeps record of the timestamps for each update
- g. After filling out the required & desired fields press the “Save” button for the update to be accepted

